



To our members impacted by the California Wildfires and Power Outages:

SutterSelect is dedicated to fully supporting members during what we know is a devastating time. Please read the following to understand how to access your benefits if you have been impacted by the wildfires:

1. Be assured that emergency and urgent care are covered benefits whether obtained in or out of the SutterSelect network.
2. Accessing Virtual Medical Care: as a SutterSelect member you have access to virtual medical care through:

In-Network Providers: All SutterSelect members have access to virtual care as offered or available from SutterSelect network providers. SutterSelect members are advised to contact their network providers directly to inquire about specific virtual visit availability and process. These visits are considered the same as in-person visits and you will pay the same copay as regular, in-person office visits.

Sutter's Video Visits offer same-day virtual care with licensed clinicians who can treat and advise you via video. Video visits are available 8 a.m. to 8 p.m. every day using your smartphone, tablet or computer. Your regular office visit copay applies. Sutter Video Visits are for Sutter patients in California who have My Health Online (mho.sutterhealth.org).

MDLIVE provides 24/7 virtual access to physicians nationwide. Consults are available via video or phone for a \$20 copay. SutterSelect members get 5 visits, per member, per calendar year. MDLIVE is available to SutterSelect members in the Bay Operating Unit/Health Ventures Inc., Valley Operating Unit, Sutter Health and Sutter Health Options PPO plans. It is not available to Sutter Health National Plan members. To enroll in MDLIVE, click here: mdlive.com/sutterselect. To contact MDLIVE, please call 1-888-757-0258.

NurseLine: SutterSelect offers at no cost to all members 24/7 nurse advice administered by UMR, SutterSelect's third party administrator, which can be accessed by calling 1-866-868-1320.

3. Accessing Mental Health Care: As a SutterSelect member you have access to behavioral health services through Optum.

Optum offers both in-office and virtual visits. To access care, call Optum at 1-855-809-2012 or go online to liveandworkwell.com (access code: healthy). To schedule a virtual visit, select "Find a Virtual Visit Provider" to search for an in-network behavioral health provider.

EAP: Sutter Employee Assistance Program (EAP) provides referrals to licensed mental health professionals and will connect you with community resources to support you. EAP services are offered to Sutter employees at no charge. Contact Sutter EAP at 1-800-477-2258 or sutterhealth.org/eap for assistance. *EAP is a separate benefit plan from SutterSelect.*

4. For the months of August - November, if you live in an area where fire or power outages has reduced access to care, you may obtain necessary medical care with an out-of-network provider without a prior certification. The claim will be paid at the in-network benefit level. For questions about this policy, which SutterSelect may extend if access issues continue, please call 1-866-868-1320.
5. If you need a replacement SutterSelect member ID card, you can obtain one online at sutterselect.tpa.com or request one by calling 1-866-868-1320.
6. If you do not have access to your durable medical equipment, or if it was destroyed, UMR will authorize a replacement. Please call 1-866-868-1320.
7. If your usual pharmacy is closed, call one that is open nearest you for your prescription. During a State of Emergency, pharmacists may be able to furnish an emergency supply of needed medications without a prescription. You can also call Express Scripts Customer Service 24/7/365 at 1-877-787-8660 to assist with any benefit overrides required to process your prescription.
8. If your place of residence and contact information has changed from what is listed in Lawson, please call the Sutter Health Employee Line at 1-855-398-1631 to update your contact information so that you can continue to receive important updates.